



Supporting Vulnerable Clients

At repX we recognise that our clients may find themselves in circumstances, at different times in their lives, where they require additional assistance. We are committed to identifying and supporting clients experiencing vulnerability.

There are several reasons why a person may experience vulnerability including:

- Financial hardship
- Family or domestic violence
- Physical disabilities
- Illness, severe or long-term (including mental health)
- Language and/or communication barriers
- Cultural background
- Literacy, numeracy, technological barriers, or low financial management skills
- Age
- Natural disasters and catastrophic events
- Remote location

We understand that not all clients in the situations listed above will be vulnerable. However, if you require extra support, we encourage you to contact your adviser so we can discuss your situation and the options available to support you to achieve the best possible outcome.

There are a number free external support services available if you're facing challenging personal circumstances and need help. The following services are available to all Australians:

Service	Service Available	Phone/Website
1800 RESPECT	24 hour national sexual assault, family and domestic violence counselling line for any Australian who has experienced, or is at risk of, family and domestic violence and/or sexual assault.	1800 737 732 1800respect.org.au
Aboriginal Family Domestic Violence Hotline	A dedicated contact line for Aboriginal victims of crime who would like information on victims' rights, how to access counselling and financial assistance.	1800 737 732
Beyond Blue	24/7 support to people experiencing anxiety or depression.	1300 224 636 beyondblue.org.au
Counselling Online	Supports people in Australia affected by alcohol and other drugs for free 24/7.	1800 422 599 counsellingonline.org.au
Gambling Help Online	Provides free support for anyone affected by gambling in Australia.	1800 858 858 gamblinghelponline.org.au
Griefline	24/7 support to people experiencing grief.	1300 845 745 griefline.org.au

Service	Service Available	Phone/Website
Lifeline	24-hour support for anyone across Australia experiencing a personal crisis or thinking about suicide.	13 11 14 lifeline.org.au
Men's Line Australia	Supports men and boys who are dealing with family and relationship difficulties. 24 hour telephone and online support an information service for Australian men.	1300 789 9787 mensline.org.au
Mob Strong Debt Helpline	Free and confidential financial counselling to assist indigenous Australians.	1800 808 488
National Debt Helpline	Provides access to a local financial counsellor.	1800 007 007 ndh.org.au
National Relay Service (NRS)	NRS is an Australia wide telephone access service available to customers who are deaf or have a hearing or speech impediment.	Voice: 1300 555 727 TTY: 133 677 SMS: 0432 677 767
QLife	Provides anonymous and free LGBTI peer support and referral.	1800 184 527 qlife.org.au
Relationships Australia	A leading provider of relationship support services for individuals, families and communities. It aims to support all people in Australia to achieve positive and respectful relationships.	1300 364 277 relationships.org.au
Services Australia	Government services available for both students and older Australians.	servicesaustralia.gov.au
Translating and Interpreting Service (TIS)	An interpreting service providing services to non-English speaking Australian citizens and permanent residents.	13 14 50 tisnational.gov.au